



Maine Department of Health and Human Services

MECMS Update 80

November 24, 2006

Billing News & Tips

Cost of care deductions

Certain MaineCare providers such as nursing and residential care facilities are responsible to collect a cost of care from MaineCare members. In some cases we have been deducting an incorrect cost of care from the MaineCare payment.

If you are a provider who is responsible for collecting the cost of care and you identify members whose cost of care letter does not match the cost of care deducted on your remittance statement, please contact the Division of Customer Service. We have identified a manual work around to correct the information in our system.

You can reach Customer Service by calling 1-800-321-5557, Option 8. Please give the representative the member's name, MaineCare ID number, the cost of care that you show should be deducted and the dollar amount that we are deducting and we will update our records.

65 M&N billing tips

65 M&N providers should note the following tips for submission of claims:

- a servicing provider should be listed on the claim
- be sure the service dates are within the prior authorization dates
- the billed procedure code should be authorized
- a claim cannot be submitted without a prior authorization

- the billing code and modifier code should not be billed as one, i.e. H2021HN should be billed as H2021 HN.

Training sessions for Section 65 providers are scheduled during the first two weeks of December. See "Learn More & Talk To Us."

Instructions posted for use of temporary claims portal

The temporary claims portal is a tool that providers can use to check the status of claims that have been submitted to MaineCare. Following provider requests for help, the instructions for using the portal have been updated. Use the link here to access a portal "user's guide" and a frequently asked question list.

http://www.maine.gov/dhhs/bms/member/innerthird/mecms_home_page.htm

Answers are provided for questions such as "what is a Momentum account?", "What is a 'GUI'?" and "What if I get an error message?" Personal help with the temporary claims portal is available by calling 1-800-321-5557, Option 9.

Claim form bar code update

The MaineCare billing instructions previously requested that providers use claim forms that do not have a bar code at the top of the form and that providers place labels over any bar codes that appear at the top of forms.

The top of claim forms is preferred by MaineCare to be a clear area because that is where TCN numbers are placed. For this reason, we encourage providers to purchase

forms without bar codes. These are readily available at the same price as forms with bar codes. And we ask that no other information be printed at the top of the form such as the MaineCare address or the provider address.

Moving forward, providers no longer need to cover bar codes at the top of claim forms with a label, as this will be taken care of during the scanning and input of claims.

Nursing Home billing instructions

The billing instructions for Nursing Homes have been finalized and are posted on the Office of MaineCare Services website at:

http://www.maine.gov/bms/pdfs_doc/billing/ub92_nursing_facilities.pdf

This document contains step-by-step instructions for completing all Form Locators and includes instructions for billing after Medicare A and B and after other third party insurance.

If you do not have access to the web please call 1-800-321-5557, Option 8 and ask that a copy be mailed to you.

Proposed rule-making

Two rule-making hearings are scheduled during the month of December.

ICF-MR Services

The Department is proposing a replacement of the MaineCare Benefits Manual, Chapter II, Section 50, ICF-MR Services because of extensive formatting changes needed. The Definition section is being expanded to include additional relevant definitions for ICF-MR Services. And, in order to implement 22 M.R.S.A., 3174-FF, this rule proposes to add a rehabilitation potential prerequisite for adults receiving occupational, physical and speech-language therapy services.

A public hearing on this proposed rule-making is scheduled for December 5 at 1:00 p.m. at the Office of MaineCare Services on Civic Center Drive in Augusta.

Private Non-Medical Institution Services

The Department proposes to permanently adopt emergency rules currently in effect with this rulemaking that provide relief to a group of MaineCare eligible individuals with mental retardation.

The Department has also added language to clarify that PNMI facilities serving members with primary mental health diagnoses will, at a future unspecified date, have new service requirements upon implementation of the Behavioral Health Managed Care Initiative.

A public hearing is scheduled for Wednesday, December 13 at 1:00 p.m. at the Office of MaineCare Services on Civic Center Drive in Augusta.

All proposed and adopted rules are posted on the OMS website at:

http://www.maine.gov/bms/rules/provider_rules_policies.htm

Web-based tool available to MaineCare providers

A web-based tool has been developed to assist MaineCare providers and staff in describing and documenting MaineCare claims payment issues. The tool is available to providers at the Internet link below and requires the Provider ID and Vendor ID to begin. It also requires the provider to describe claims payment problems and to estimate the dollar value of the problems, by calendar year.

Providers wishing to discuss specific claims or issues should continue to contact the Billing and Information Unit at 1-800-321-5557, Option 8 or 287-3094. If a provider wishes to discuss interim payments, they can call the

interim payment staff at 287-5001.

<https://portalxw.bisoex.state.me.us/oms/iprtnew/login.aspx>

Connecting members with Option 9

Providers should direct members to call MaineCare Member Services at 1-800-321-5557 Option 9, not to the Billing and Information Unit at Option 8.

Learn More & Talk To Us

Provider outreach on Section 65 and other billing issues

Provider Relations representatives are planning training sessions with Section 65 providers. The sessions will be from 9:00 a.m. to 12:00 noon at the sites and dates listed below. The discussions will include Section 65 highlights, DHHS contacts, useful websites, billing instructions and sample claims. Please bring your questions, issues and suggestions. Enrollment is on a first-requested, first-registered basis. A registration form is available by contacting Deborah Thomas at dthomas@usm.maine.edu

Please schedule your appointment soon. We look forward to talking with you.

- **Tuesday, December 5**
Machias, DHHS
13 Prescott Drive
9:00 – 12:00 am
- **Wednesday, December 6**
Caribou, Caribou Nursing Home
10 Bernadette Street
9:00 – 12:00 am
- **Thursday, December 7**
Bangor, Sheraton 4 Points
308 Godfrey Blvd (Airport)
9:00 – 12:00 am

- **Tuesday, December 12**
Portland, DHHS
161 Marginal Way
- **Wednesday, December 13**
Augusta, DHHS
35 Anthony Avenue
9:00 – 12:00 am
- **Thursday, December 14**
Sanford, Sanford Goodall Library
25 June Street
9:00 – 12:00 am

Note: In the event of snow, the sessions will be held unless the *DHHS office* in the town listed is closed.

Contact Us

Call: Toll free in the U.S. and Canada,
1-800-321-5557
TTY: 1-800-423-4331
Augusta area: 207-624-7539

On the web: www.maine.gov/dhhs/bms

Write:

MaineCare Billing and Information Unit
Office of MaineCare Services
11 State House Station
Augusta, ME 04333-0011

Our listserv:

Sign up for a convenient, fast way to get the news you need about billing procedures and other MaineCare provider information:

<http://mailman.informe.org/mailman/listinfo/provider/>

Previous issues of *The MECMS Update*:

http://www.maine.gov/bms/member/innerhtml/me_cms_update_for_provider.htm ■